

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

July 20, 2006
Peoria City Council
Peoria, AZ

MEMBERS ATTENDING

Chris Nadeau, Goodyear, Chairperson	* Curtis Thomas, Salt River Pima-Maricopa Indian Community
Dolores Indorf for Kathy Jeter, Apache Junction	Patrick Cutts for Tom Melton, Scottsdale
Carrie Lombana, Avondale	* John Bacon, Surprise
Velma Washington, Buckeye	Karen Allen, Tempe
* Vicki Szczepkowski, Chandler	* Toni Rogers, Tolleson
* Michelle Busch, El Mirage	Ed Syzponik, Wickenburg
* Mary Schlosser, Ft. McDowell Yavapai Nation	+ Brian Tobin, ASU
Allyna Bay for Janet Laird, Gilbert	+ Barbara Jaeger, ADOA
* Denny Bennett, Glendale	*+Nicole Ankenman, Capitol Police
Erika Wilson, Mesa	*+Debbie Henry, DPS
John Mallaburn for Mary Millard, Maricopa County	+ David Demers Luke AFB
Larry Scott, Paradise Valley	+ Doug Mummert, Phoenix
Vicky Scott, Peoria	*+Joe Gibson, Rural Metro/Southwest Ambulance
Tami deRuiter, Phoenix	

* Those members neither present nor represented by proxy.
+ Ex-Officio member

OTHERS PRESENT

Maria Hall, ADOA	Michelle Kessler, Phoenix
Sandra Gilstad, Pinal County	Liz Graeber, MR911
Jim Martin, Pinal County	Mike Benjamin, MR911
Jesse Cooper, Phoenix	Dave Eaton, MR911
Bob Bobbett, Qwest	Lisa Sheridan, Qwest
	Margie Castelamare, Buckeye

1. Call to Order and Introductions

Chris Nadeau, chairperson, called the meeting to order at 9:08 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the April 20, 2006 PSAP Managers Meeting Minutes

Velma Washington moved, Vicky Scott seconded, and it was unanimously carried to approve the April 20, 2006 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported:

- PowerMap 3.2 upgrade
 - Testing prior to fully deploying
- GIS updates are available
 - Includes updated streets, cell sectors and parcels
 - Some sectors for Pinal County
 - Total sectors – 8783 up from 7954
 - Email dave.eaton@phoenix.gov if you want him to verify all of your positions have been updated
- Updated aerial photos
 - Should begin within a month
 - Contractor was slow this year but the city has them and processing

5. 911 Regional Tech Team

Mike Benjamin reported:

- Mike Rall has been activated for boarder service for the next six and half months
- Mike Gray will take on project management of the following upgrades and supervisor responsibility
 - Off soon on medical leave for a few weeks
 - Phoenix PD and dual site
 - Mesa
- For the next six and half months we will watch what we are sending on to reserve our resources
- Update on site upgrades
 - Phoenix Fire to Power911 May 12
 - Queues are stable now but will still work to fine tune
 - Vicky Scott asked how the queues are working – Mike gave an overview and asked Doug Mummert to give input
 - Doug Mummert thanked everyone for their patience through this process
 - Email Doug.mummert@phoenix.gov or call the on duty supervisor with any issues - these and all other exceptions are reported daily which are also seen by MR911
 - He advised he will be around after the meeting to discuss any issues
 - New M1/PBX with ACD
 - New version of Power911 that supports 100s of ringdowns
 - Lots of activity with new furniture and additional positions and

new radios

- Gearing up for Power911 upgrade and dual site for Phoenix PD
- Will be updating and or moving Mesa, Scottsdale, and Glendale in the next 8-10 months

6. Community Emergency Notification System

Mary Dysinger-Franklin advised:

- We are looking into applying for the Gila River State Revenue Sharing Grant to extend our program
- Have contacted everyone whose password was set to expire.
- Have contacted those who had not registered their password
- There have been no missing children launches this year
 - Still have 50,000 calls (8,000 calls per launch) available for the year
 - Most affective if launched early in the situation for a smaller area
- Java script still seems to be the issue that needs to be resolved with the agencies IT
- Will be attending the Users Group in September
 - Provide input before then
- Reminder – If unable to login make sure to close that browser and reopen a new one to try again
- She is available for training or assistance as needed

7. Maricopa Region Wireless 911 Project

Mike Benjamin reported:

- Tandem Mesh Project – working through those scenarios for calls transferred outside our switch
- Support suggestions
 - Routine periodic testing of make-busy setup
 - Contact MR911 support when they go into make-busy
 - We are looking at how to do the wireless make-busy configuration better and cheaper using IP data network
 - Have approached Qwest to do the same for their trunks
- Squeals on transfers
 - Have corrected the ones we have ID
 - Notify us if you find any more
- VoIP
 - Very fluid for now – expect any type
 - Working through Maria Hall
 - Working with the ALI providers too
- Mike provided a handout on the wireless call path and discussed

8. Wireless Update

Barbara Jaeger provided an update for Penelope Meyers regarding the state wireless project.

- Santa Cruz County should be Phase II by 1st quarter of next year
- Have half of GIS grant left and will be using it to help out the other counties in the state
- Northern Yavapai County is Phase II
- Hope to have Nogales to Phoenix Phase II by 1st quarter of next year

9. ADOA Report

Barbara Jaeger advised:

- FY07 has completed
 - Can pay for FY07 through July
- Joint Legislative Budget Committee set to approve FY08 budget in September. They only look at the wireless not wireline anymore
- The reduction in the state tax to .28 cents took place in July.
 - Will reduce to .20 cents next July 1.
 - These reductions cause a 20% reduction in fund.
 - Unable to consider any new projects
- Revising State Administrative Code to make it technology neutral

10. Qwest 911 Account Team Report

Bob Bobbett advised:

- Rocky Rockhold will be retiring almost immediately. He has been with Qwest for 28 years and 12 as the 911 service manager
- Qwest has reworked the wireless charges which will save the rest of the state one million dollars a year

11. MAG FY 2008 PSAP Annual Element/Funding Request and FY 2008-2012 Equipment Program

Chris Nadeau presented the FY 2008 PSAP Annual Element/Funding Request and FY 2008-2012 Equipment Program and asked if anyone had any questions. There were none. Velma Washington moved, Karen Allen seconded and it was unanimously approved to accept the Funding Request and Equipment Program as presented.

Mary Franklin updated the group on the new state rules for submitting the FY2008 and subsequent year's budgets. One rule for submission will be to submit all documents electronically. Mary will contact those that may need to resubmit their justifications.

12. Topic Suggestions

Chris Nadeau asked the group for suggestions on future topics:

- There were no suggestions

13. Legislative Process

Planned presentation is moved to next meeting.

Next meeting is scheduled for October 19, 2006 at 9:00 a.m. The meeting will be held at:

**Mesa Central Police Station
120 N Robson
Mesa, AZ**

The meeting was adjourned at 11:41 a.m.